



**ARKANSAS INSURANCE DEPARTMENT
LICENSE DIVISION
1200 WEST 3RD STREET
LITTLE ROCK, AR 72201
PHONE: 501-371-2750
FAX: 501-683-2604**

**ADJUSTER TESTING AND LICENSING INSTRUCTIONS
FORM AID-LI-ADJ**

RESIDENT APPLICANT:

All resident applicants for license as an adjuster must have at least one year of experience in claims adjustment and/or must work under the direct supervision of an Arkansas licensed adjuster for 1 year after licensure to maintain the adjuster license. If an individual meets this criteria, the individual can apply to take the adjuster-licensing exam. All individuals who take the exam are required to take the General Insurance Category exam and at least one other category or line of coverage. The examinations will be offered in three areas: Property, Casualty, and Workers Compensation. The applicant must mark the lines or categories to be examined on the application.

Each resident or non-resident licensee shall pay a Thirty-Five (\$35) Administrative fee. *Arkansas Insurance Code requires the fee to be paid by the applicant; it cannot be paid by the insurance company.* This fee is due on the applicant's birth date every year, along with the \$25.00 license fee for a total of \$60.00. The Insurance Department will send notification of renewal 60 days prior to the date of expiration; therefore the licensee must notify the Department of any change of address by mail, fax or e-mail. No verbal address changes will be accepted.

PROCEDURE FOR TESTING - PLEASE CONTACT PROMISSOR AT 888-204-6259:

1. File application for Adjuster's License, form AID-LI-ADJ, completed in detail signed and notarized. All questions must be answered (**COMPLETE NAME IS REQUIRED**)
2. In addition to "General," indicate on the application the line or lines of insurance for which you are applying for a license.
3. Page 3 of the application must be completed if applicant is an employee of an adjusting firm. The information on page 3 must agree with the name provided in question 3 of the application.
4. APPLICANT MUST INCLUDE A FEE ACCORDING TO THE FOLLOWING CHART. CASHIER'S CHECK, COMPANY CHECK OR MONEY ORDER SHOULD BE MADE PAYABLE TO "PROMISSOR". MAIL TO 1123 SO UNIVERSITY #915, LITTLE ROCK, AR 72204

<u>APPLICATION TYPE</u>	<u>TOTAL FEE</u>
Adjuster application – 1 exam	\$122.00
Adjuster application – 2 exams	\$134.00
Adjuster application – 3 exams	\$146.00

THIS FEE INCLUDES ALL INITIAL ARKANSAS LICENSING FEES AND THE INITIAL EXAMINATION FEE. THESE FEES ARE FULLY EARNED WHEN THE APPLICATION IS PROCESSED. **THESE FEES CANNOT BE REFUNDED.**

5. Social Security number is required on the application.
6. After you receive your permit, you need to call Promissor and make an appointment to take the exam (**888-204-6259**)

If applicant fails the examination, the applicant must call Promissor at 888-204-6259 to schedule a re-examination and must submit a re-examination fee of \$80.00 for one exam or \$92.00 for two exams in the same exam session. The fee must be made payable to "Promissor" and must be in the form of a cashier's check, company check or money order. No cash, personal checks or credit cards will be accepted. Re-examination must occur within 90 days of the date the original examination permit was issued. Any applicant failing the exam three times will be required to wait 30 days to retake the examination.

NON RESIDENT APPLICANT:

1. File application for Adjuster's License, form AID-LI-ADJ, completed in detail. Complete name is required and all questions must be answered.
2. Page 3 of the application must be completed if applicant is an employee of an adjusting firm. The name of the adjusting firm must be the same as provided in questions 3 of the application.
3. An original, current certification letter from applicant's home state must be included.
4. A \$25.00 license fee and a \$35.00 administrative fee for a total of \$60.00 is required. **FEES ARE NON REFUNDABLE.**
5. If applicant's home state does not license adjusters, applicant will be required to take the Arkansas Examination - SEE RESIDENT INSTRUCTIONS.
6. Non resident applications are mailed to: Arkansas Insurance Department, 1200 W Third St, Little Rock, AR 72201.

STUDY MATERIAL:

There is no specific study material for an adjuster exam. Books for the pre-license education for property/casualty producer's exam can be used as a study guide. These books can be purchased from Independent Insurance Agents of Arkansas (Big I), 11225 Huron Lane, Suite #222, Little Rock, AR 72211, www.iaar.org; or Professional Insurance Agents (PIA) of Arkansas, Inc., 10 Corporate Hill, Little Rock, AR 72205, www.piaar.com. You may also view Promissor's web site for Adjuster Exam outline at www.promissor.com. You can find Arkansas insurance laws on the Department's Website at www.arkansas.gov/insurance. Select the Legal Division section and then select "Click Here for Arkansas Code." A Content Outline of the exam is attached (Exhibit 1).

**ARKANSAS ADJUSTER EXAMINATION
CONTENT OUTLINE**

**ARKANSAS GENERAL ADJUSTER
CONTENT OUTLINE**

(25 scoreable questions)

- I. GENERAL INSURANCE DEFINITIONS
 - A. Policies
 - B. Dates
 - C. Attachments
 - D. Binders
 - E. Subrogation
 - F. Value
 - G. Proof of Loss
 - H. Claimant
- II. ARKANSAS INSURANCE COMMISSIONER, LICENSING
 - A. Duties of the Commissioner
 - B. Adjuster Licensing
 - C. Resident/Nonresident
 - D. Suspension, Revocation
- III. UNFAIR TRADE PRACTICES
 - A. Claim Settlement Practices
 - B. Liability
 - C. Representation
 - D. Investigation

**ARKANSAS PROPERTY ADJUSTER
CONTENT OUTLINE**

(25 scoreable questions)

- I. GENERAL PROPERTY DEFINITIONS
 - A. Policies
 - B. Concurrent Insurance
 - C. Actual Cash Value
 - D. Causation
 - E. Loss
- II. ARKANSAS PROPERTY FORMS/ COVERAGES
 - A. Homeowners
 - B. Fire
 - C. Condominium
 - D. Dwelling
 - E. Commercial
- III. ARKANSAS PROPERTY ADJUSTING
 - A. Adjusting Practices
 - B. Loss Settlement
 - C. Total/Partial Loss
 - D. Coinsurance

**ARKANSAS CASUALTY ADJUSTER
CONTENT OUTLINE**

(25 scoreable questions)

- I. GENERAL CASUALTY DEFINITIONS
 - A. Bodily Injury
 - B. Comparative Fault
 - C. Actual Cash Value
 - D. Statements
 - E. Depreciation
 - F. Burden of Proof
 - G. Waivers
- II. ARKANSAS CASUALTY POLICIES/ COVERAGES
 - A. Automobile
 - B. Liability
 - C. Personal Injury Protection (PIP)
- III. ARKANSAS CASUALTY ADJUSTING
 - A. Claims Practices
 - B. Loss Settlement
 - C. Liability
 - D. Coinsurance

**ARKANSAS WORKERS COMPENSATION
ADJUSTER CONTENT OUTLINE**

(25 scoreable questions)

- I. WORKERS COMPENSATION DEFINITIONS
 - A. Employee
 - B. Employer
 - C. Audits
 - D. Waiting Period
 - E. Second Injury Fund
- II. ARKANSAS WORKERS COMPENSATION LAW
 - A. Coverage
 - B. Filings
 - C. Payments
 - D. Benefits
- III. ARKANSAS WORKERS COMPENSATION ADJUSTING
 - A. Claims Practices
 - B. Wage Determinations
 - C. Hearings
 - D. Medical Examinations
 - E. Settlement/Awards